



510 Butler Ave.

Martinsburg, WV 25405

304-263-0811 | 800-817-3807

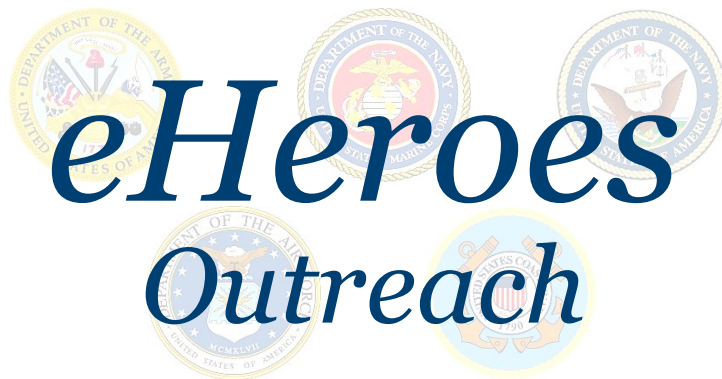


Director

Timothy J. Cooke



[Click here for directions](http://www.martinsburg.va.gov)
www.martinsburg.va.gov



About us

Since 1944, the Martinsburg VA Medical Center (VAMC) has been improving the health of the men and women who have so proudly served our nation. We consider it our privilege to serve your health care needs in any way we can. Services are available to more than 126,000 Veterans living in 22 counties in Western Maryland, West Virginia, South Central Pennsylvania and Northwest Virginia. Our mission is to honor America's Veterans as heroes by providing the highest quality health care.

December 2015



Martinsburg VAMC Updates Phone System



On Nov. 7, the medical center and community based outpatient clinics activated a new phone system. When calling **please listen carefully to all menu prompts as many prompts have changed.**

Also, **many of the extensions have changed so please follow the menu prompts to reach your desired party** rather than using any extensions you may have used previously. As always, you can still

reach us locally by dialing 304-263-0811 or from outside the Martinsburg, W.Va. area by dialing 1-800-817-3807.

Menu Prompts

- Press 1 - Pharmacy
- Press 2 - Make, Change or Cancel an Appointment
- Press 3 - Medical Advice
- Press 4 - Eligibility
- Press 5 - Billing
- Press 7 - Veterans Crisis Line
- Press 0 - Operator

Service Extensions

- | | |
|--|--------------------------------|
| ● Automated Appointment - ext. 4870 | ● Mental Health - ext. 5160 |
| ● Billing and Insurance - 866-393-0006 | ● Primary Care - ext. 5130 |
| ● Eligibility - ext. 5225 | ● Customer Service - ext. 3068 |
| ● Medical Services - ext. 5180 | ● Pharmacy - 304-260-4870 |
| ● All CBOC (except Cumberland) - ext. 5130 | |

Our Clinic Locations

[Cumberland, Md.](#)
[Fort Detrick, Md.](#)
[Hagerstown, Md.](#)
[Harrisonburg, Va.](#)
[Stephens City, Va.](#)
[Franklin, W.Va.](#)
[Petersburg, W.Va.](#)

For more information about Veterans homeless programs visit:
www.va.gov/homeless/.

Make the Connection



No matter what you may be experiencing, you can find support to help you get your life back on track.
#Veterans: Make the connection with confidential support, using this resource locator:
<http://maketheconnection.net/resources>

Happy Holidays!!



Winter Walking Safety Tips



The first stint of winter weather could arrive soon. Pavements, roads and sidewalks can be very slippery. Many of the outdoor surfaces remain slippery, even if they have been plowed, shoveled or treated. For your own safety, please use non-slip, safe shoes and warm attire. Surfaces may appear wet but could very well be

a coat of ice. Black ice is hazardous because it is virtually transparent. Follow these safety tips when walking on snow or ice:

- Wear boots or sturdy shoes with non-skid soles. Don't try walking on ice with shoes that have no traction.
- Slowdown, take your time
- Pay attention to walkways that can be icy with a snow cover.
- Keep your hands free and balance yourself with your arms.
- Take short shuffling steps.

Home and Office Heating Safety Tips

- Have a working smoke detector, replace batteries in the fall and spring
- Check baseboard heaters, remove objects that may have fallen on top or near the heater
- Keep all furniture a safe distance from heaters
- Never have electrical cords touching heaters
- Always hire an experienced electrician to do any necessary repair work to heaters
- Portable heaters heat up rapidly, so when choosing one, select one with a temperature control and automatic shut off device that is UL approved. Keep away from furniture and carpets just like baseboard heaters
- Check fireplaces and woodstoves, have chimneys and stovepipes cleaned
- Never burn rubbish
- Make sure anything flammable is kept a safe distance away from the fireplace/stove
- Never leave fires unattended.
- When cooled clean out the ashes and place in metal container

Upcoming Events!

Please see below for a list of upcoming events at the medical center and surrounding community based outpatient clinics. Stay tuned to our [Facebook page](#) for more information regarding these great events.

Wed., Dec. 23 at 3:30 p.m. - Flu Shot Drive-Thru Clinic closes for the season

Fri., Dec. 25 - Christmas Day

Fri., Jan. 1 - New Year's Day

Mon., Jan. 4 - Flu Shot Clinic Re-Opens in medical center lobby from 8:30 a.m. to 3:30 p.m.
on Mondays, Wednesdays, and Fridays

Wed., Jan. 13 - Martin Luther King Celebration

Sat., Jan. 16 - Sweats for Vets



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